How to do Business with GSA

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Travel and Transportation Management

Overview

- Transportation
  - Organization Structure
  - Programs
  - TMSS
- Vehicles for Doing Business
  - GSA Schedules
  - Tenders
- Customer Satisfaction Index
- Resources

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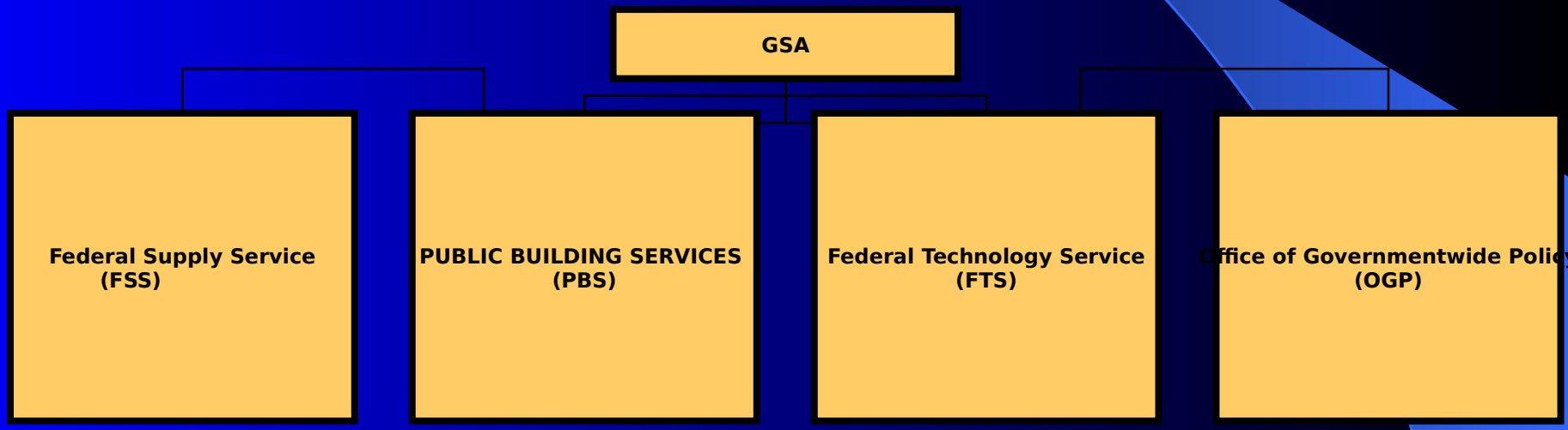
Organizational Structure



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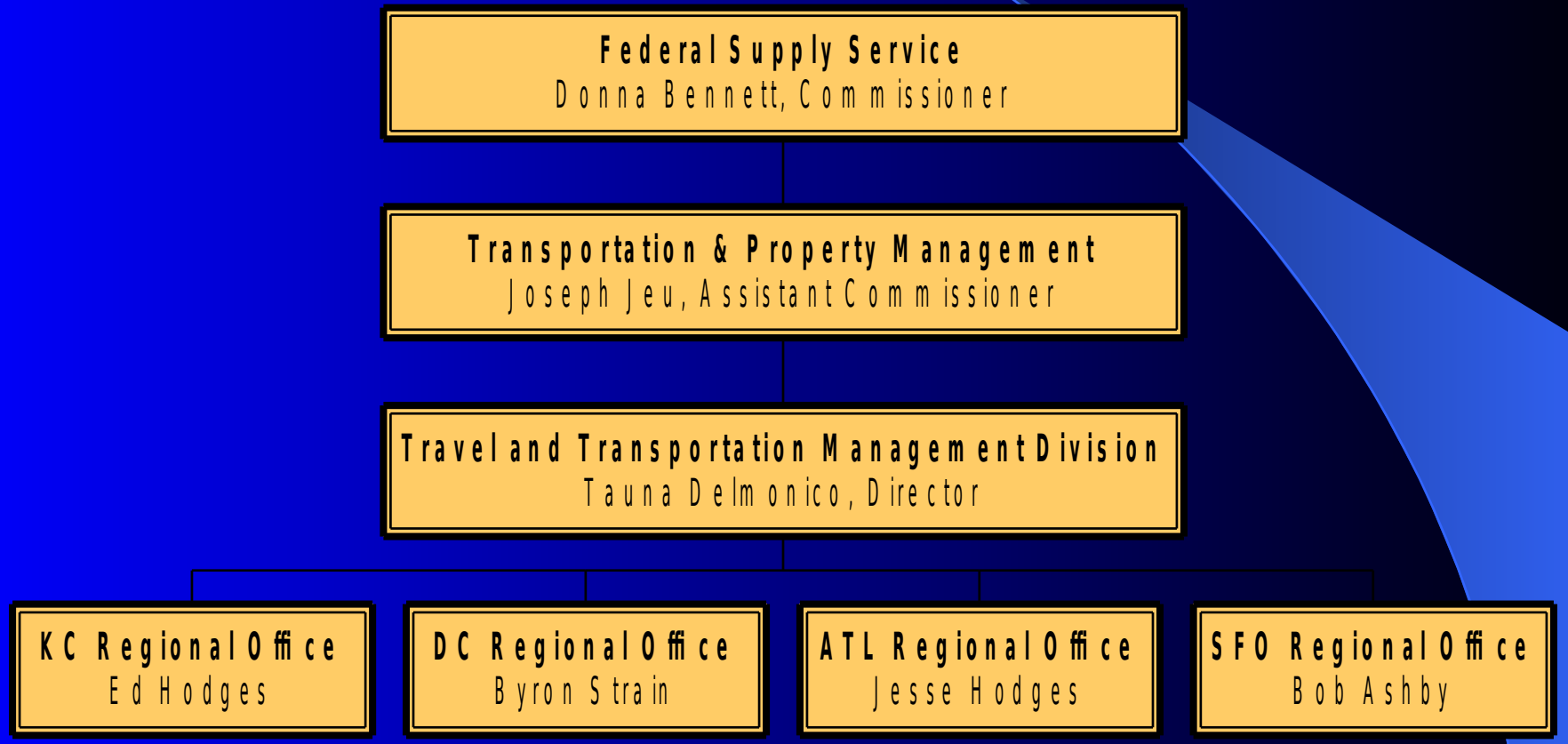
Organizational Structure



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Transportation Programs

- Centralized Household Goods Traffic Management Program (CHAMP)
- Freight Management Program (FMP)
- Domestic Delivery Services
- World Wide Express

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Transportation System

- Transportation Management Services Solution (TMSS)
  - Web-based
  - Ease of Use
  - Domestic and International
  - Electronic Bill of Lading
  - End-to-End Solution

Vehicles for doing Business

- Schedules
- Tenders

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SCHEDULES

- What is a Schedule?
  - It is a simplified process for obtaining commonly used commercial supplies and services at prices associated with volume buying for use by all Federal agencies.

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SCHEDULES BENEFITS

- Wide selection of contractors
- Regulation/competition requirements met
- No formal solicitation/synopsis required
- Reduced procurement lead-times
- Prices already deemed fair and reasonable
- Minimal documentation required

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Transportation Programs on Schedules

- Domestic Delivery Services
- World Wide Express
- Relocation Services

TENDERS

- What is a Tender?
  - It is the process for procuring transportation services without using Federal Acquisitions Regulations (FAR) procedures.

- Title 49 USC 13712

TENDER BENEFITS

- Shorter lead time and flexibility
- More options to do Government business
- Uniform rates
- Easier to adapt to changing market conditions
- Transportation experts control the procurement process
- Lower administrative costs

Tender Programs

- Household Goods and Freight Programs
  - Approval Process
  - Request for Offers (RFOs)
  - Rate Filing Window
    - HHG
    - Freight
  - Quality Assurance
    - Customer Satisfaction Index
    - HHG 3080

Tender Programs – Quality Assurance

- Household Goods Carrier Evaluation Report
  - Relocating Employee
  - Responsible Transportation Officer
- Customer Satisfaction Index
  - 95.00 – 105: Average quality performance
  - 105: Better than average quality performance
  - Below 95.00: Below average quality performance

Tender Programs – Quality Assurance

- Customer Satisfaction Index Impacts
  - Scope of Operations
  - Ranking
  - Position

GSA FORM 3080 Household Goods Carrier Evaluation Report

Relocating Employee's Response

- **Quality of packing**
- **Delivery of items with damage**
- **Courtesy of workers**
- **Delivery within timeframe**
- **Communication of services**
- **Responsive in resolving problems**
- **Overall quality of service**

Issuing Officer's Response

- **Courteous help for tracing**
- **Informed of changes in move**
- **Flexibility**
- **Overall quality of service**

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CUSTOMER SATISFACTION INDEX *"CSI"*

- **Between 95.00 - 105.00: Average quality performance**
- **Above 105.00: Better than average quality performance**
- **Below 95.00: Below average quality performance**

Above 105.00

If a CSI is above 105.00, the participant has the opportunity to increase its scope of operations.

Example:

CSI is 107.53

107.53 is 7.53 points over 100. Participant may increase its scope of operations by 7.53%.
Participant has 238 service area pairs.

238 x 7.53% = 17.92

Participant may add 18 service area pairs to its scope of operations.

Below 95.00

If a CSI is below 95.00 the participant must decrease its scope of operations.

Example:

CSI is 88.03

88.03 is 11.97 points below 100. Participant must decrease its scope of operations by 11.97%. Participant has 238 service area pairs.

238 x 11.97% = 28.48

Participant must remove 29 service area pairs from its scope of operations.

Websites

- www.gsa.gov
- www.gsaelibrary.gsa.gov
- www.fedbizopps.gov
- www.leadershipdirectories.com
- www.firstgov.gov
- www.moveit.gsa.gov

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